



MAIL STOP RCE
PATENT
8009-1009

13/B
LB
3/15/04

IN THE U.S. PATENT AND TRADEMARK OFFICE

re application of:

Shinichi UKON

Confirmation No. 3288

Serial No. 09/690,727

GROUP 2642

Filed October 18, 2000

Examiner Bing Q. Bui

AUTOMATIC CALL DISTRIBUTION
SYSTEM AND METHOD

RECEIVED

MAR 04 2004

Technology Center 2600

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

March 1, 2004

Sir:

In response to the Official Action of September 30, 2003, and the Advisory Action of January 13, 2004, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.

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